



STATE OF TENNESSEE
DEPARTMENT OF FINANCE AND ADMINISTRATION

REQUEST FOR INFORMATION # 31701-03378
AMENDMENT # 2
WORKSTATION SERVICES RELATED TO LAPTOPS,
DESKTOPS, AND ACCESSORIES

DATE: June 10, 2022

RFI # 31701-03378 IS AMENDED AS FOLLOWS:

- 1. This RFI Schedule of Events updates and confirms scheduled RFI dates.** Any event, time, or date containing revised or new text is highlighted.

EVENT		TIME (Central Time Zone)	DATE (All dates are State business days)
1.	RFI Issued		June 1, 2022
2.	Written "Questions & Comments" Deadline	2:00 p.m.	June 8, 2022
3.	State Response to Written "Questions & Comments"	4:00 p.m.	June 10, 2022
4.	RFI Response Deadline	10:00 a.m.	June 16, 2022

- 2. State responses to questions and comments in the table below amend and clarify this RFI.**

Any restatement of RFI text in the Question/Comment column shall NOT be construed as a change in the actual wording of the RFI document.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Tech Form – Section 8	5	1 Can you share how many volumes the State anticipates?	As stated in Section 2 Background of RFI, Currently STS manages approximately 100 images over various State Agencies.
Tech Form – Section 8	5	2 Can you share how many domains and are there specialized procedures to join?	There are 5 Domains and within each Domain there are multiple State Agencies. Approximately 25 Executive Branch State Agencies are IT consolidated to STS. Should a vendor/solution be selected to provide any of the services asked about, STS will work with them to determine the procedures to join.

RFI SECTION	PAGE #	QUESTION / COMMENT	STATE RESPONSE
Section 2 - Background	1-2	3 Are you doing SCCM imaging today or are you using Autopilot?	SCCM – yes; Autopilot - no
Section 2 – Background	1-2	4 Is In tune currently set up in the environment?	Not currently
Section 2 – Background	1	5 What is your current refresh cycle?	Every 4 Years as computer warranty expires.
Section 2 – Background	1	6 Is it typical to purchase 10,000 devices in a single year?	10,000 in Fiscal Year 21/22 has been the highest number of devices we have purchased in the last 5 years. We are averaging about 8500 but are anticipating that number to stay steady and possibly grow as employees continue to work from home or remotely.
Section 2- Background; Tech Form – Section 8	1, 5	7 How many laptops, monitors and doc stations total would go through the lab? a. Is the assumption that there will be 1 of each per bundle?	Only laptops and desktops would go through an imaging lab.
Section 2 – Background	2	8 Will the lab have to kit all items into one box for shipment or would they just ship individually in OEM packaging?	We do require all items on a Purchase Order be shipped and delivered together and in the original packaging.
Section 2 – Background	1-2	9 How will the lab receive the customer image, via a Gold image or would they have to remote into customer network to push onto laptop?	Should a vendor/solution be selected to provide any of the services asked about, STS will work with them to determine the procedure.
Section 2 – Background	1-2	10 How many shipments would be leaving the lab? Will they be bundled and sent to a customer specified destination or sent to individual home addresses?	We do require all items on a Purchase Order be shipped and delivered together and in the original packaging. It is yet to be determined if all orders will deliver to a regional STS location or if some may go straight to an individual's location.

Section 2 – Background	1-2	11 What will the stocking model look like? Is this a bill and hold or are we receiving consigned inventory?	This has yet to be determined based on vendor ability to warehouse equipment, fees associated, etc. Please specify in your response what your capabilities are.
General		12 What is the duration of the project?	To be determined.
Section 2 – Background	1-2	13 On average how many pallets of gear would the warehouse need to store?	The volume of devices that could potentially go through the warehousing option has not yet been determined.
Section 2 – Background	1-2	14 Would the image be stored in the cloud, on a server at the vendor's location, or somewhere else?	Server at State location.
Section 2 – Background	1-2	15 What remote imaging software have you used previously to deploy images remotely?	The State is not using remote imaging.
Section 2 – Background	1-2	16 Does the State currently use Azure/Intune?	Azure to support Office 365.
Section 2 – Background	1-2	17 Does STS currently have a statewide MDM solution in place?	Not at the moment.
Section 2 – Background	1-2	18 Is a full image file being deployed remotely or is it laying down smaller install files for the programs/software needed on top of the OS that comes with the computer?	The State is not using remote imaging.
Section 2 – Background	1-2	19 How much time, on average, does it take to deploy an image or files remotely?	The State is not using remote imaging.
Section 2 – Background	1-2	20 How will the vendor know what image to remotely apply to a user's computer?	The State will provide that information.
Section 2 – Background	1-2	21 How many units annually will be imaged remotely?	To be determined
Section 2 – Background	1-2	22 Is the State looking for help with image creation and/or maintenance of images?	No. The only maintenance required would be to ensure the device is imaged with the latest version.

Section 2 – Background	1-2	23 If thick imaging is implemented, is the agency interested in modernizing to a thin image strategy?	The State already uses thin imaging.
Section 2 – Background	1-2	24 What OS levels are currently supported inside your infrastructure?	Windows 10
Section 2 – Background	1-2	25 Do you have any applications that prevent upgrades to the latest OS levels?	Yes, but those instances are worked through.
Section 2 – Background	1-2	26 What type of Microsoft OS license did the agency purchase?	Volume licensing through our Enterprise Agreement.

3. **RFI Amendment Effective Date.** The revisions set forth herein shall be effective upon release. All other terms and conditions of this RFI not expressly amended herein shall remain in full force and effect.